TX BoS CoC General Meeting

Minutes
June 13, 2018, 2:00 p.m.

Meeting held via webinar.

Attendance:
<u>THN Staff and VISTA Members</u>
Caitlin Bayer- Balance of State Programs Coordinator
Kraig Blaize-Fiero- CoC Program Assistant
Sophia Checa- CoC Assistant Director
Kameron Fowler- CoC Director
Tiffany Hart- Systems Change Coordinator
Mary Rychlik- CoC Manager
Jim Ward- TA and Performance Coordinator
Kristin Zakoor- Data Coordinator

<u>CoC General Membership Attendees:</u>
See attached attendance list.

Minutes:

Meeting began at 2:05 PM

I. **Welcome, Introductions, and Map**
   a. Kameron welcomed attendees to the meeting and introduced THN staff.
   - Tiffany introduced John Cooper and John Meier from Abilene, Texas. Tiffany has been working with Abilene over the last 3 months to assist them with their 100 Day Challenge. 100 Day Challenges were originally started by the Rapid Results Institute to challenge communities to bring about lasting change by gathering the community together to try intense, rapid changes over a short time period to figure out what works. Abilene used the 100 Day Challenge model to launch their Coordinated Entry (CE) process. Abilene's goal was to house 50 neighbors experiencing homelessness in 100 days, but they exceeded their goal, housing 64 neighbors by the end of the challenge.

II. **Spotlight:** Abilene's 100-Day Challenge – John Cooper
   a. John got the idea to try a 100 Day Challenge because he wanted to test CE to see the benefit of the "system" to Abilene's neighbors experiencing homelessness. At the halfway point, the community was nervous that they wouldn't meet their goals because they had not yet housed even 25 neighbors. However, John stated that the stalled progress forced the community to work together even more and to meet more regularly. The result was that the community exceeded their goal at the end of the 100 days.

b. At first, meetings consisted mainly of Veteran Services (SSVF, HUD-VASH) and Abilene Hope Haven, the main shelter provider. As time went on, though, the group has expanded to include other community providers that have been silo-ed for a long time, including APS, the local mental health authority, and soup kitchens. Homeless services providers tapped into housing navigation resources available at 3 local agencies. And the community bought into the idea that Housing First works.

c. Using the data and partnerships from the challenge, Abilene was able to establish a homeless preference with the Public Housing Authority. They were also able to work with their local community foundation to provide funding for new HMIS licenses. United Way and 211 have become important advocates for additional funding, too, as a result of the challenge.

d. The 100 Day Challenge work didn't begin on Day 1 of the challenge. Abilene partners started having meetings as early as 2017 to begin preparing for the challenge and to lay the groundwork with the community.

e. Abilene benefitted from the lessons learned from Lubbock's 100 Day Challenge. By studying their progress, Abilene was able to determine see what was working and what wasn't and were able to borrow strategies to tweak to make them work in Abilene.

f. John stated: "When you start getting 'out of your own box' and look at the larger system, you see that people around you have compassion, wisdom and skills… If we give people the opportunity to rise, they will… We saw the power of collaboration and teamwork; there's no way just one organization could accomplish this alone."

g. Before the challenge, Abilene saw that providers were "Side dooring" clients in to the CE process in an effort to be helpful to one another. However, when the community began working as a system, they came to realize that "side dooring" isn't so helpful, as it takes valuable resources from the most vulnerable households on the By-Name List.

h. Challenges/Lessons Learned: 1) Marketing/how to communicate progress and the goal. Clients would ask "Am I going to be one of the 50? Why can't I get housed?" 2) The data collected shined a spotlight on the needs and gaps in the homeless crisis response system. Abilene was able to use the assessment data to help identify what was missing, and motivate them to keep filling in the gaps. Providers assessed 125 households and housed 64 of them, so the work continues after the challenge has ended.

i. John says he would recommend 100 Day Challenges to other communities. He thinks that Abilene will likely want to do one again for a homeless subpopulation like youth. Communities considering embarking on a 100 Day Challenge should start getting stakeholder buy-in as soon as possible to start educating them on the benefits of working as a system to get their commitment.

j.   Tiffany commended the community of Abilene. No other community in the country (besides Lubbock) has attempted to do the challenge without direct support from the Rapid Results Institute. Not only was Abilene successful, but they created a new standard of what is possible when it comes to systems change.

k.   John thanked THN and Tiffany Hart for the support and framework that the 100 Day Challenge work provided.

l.   If you're interested in getting a 100 Day Challenge started, please reach out to Tiffany Hart and the THN team. You can also reach out to Katherine Bisson (katherine@abilenehopehaven.org) at Abilene Hope Haven with questions.

m.   There will be a session on 100 Day Challenges at the THN Conference in September in Austin. Abilene and Lubbock will be there to share their experiences during the session.

III.   CoC Current Priority Projects

a.   HUD's CoC Program

i.   FY 2017- THN received notice recently that another project was awarded funding in the 2017 Competition- Lubbock Open Door's PSH Expansion Project. The project will add another 15 units of permanent supportive housing (PSH) to the CoC, and another $200,000 to our Annual Renewal Demand (ARD), or the amount of money needed to provide renewal funding to all currently-funded projects.

ii.   We received our FY 2017 CoC Application Score; it was 28 points lower than in the FY 2016 Competition. There are potentially several factors responsible for the reduction, and THN is working with Housing Innovations to help identify needed improvements for the upcoming competition. System Performance Measures (SPMs) and Data Quality were much more heavily weighted in FY 2017, and we suspect that we lost the most points in these areas. That being said, we still did relatively well in the competition, and we are not the only CoC left with questions about lower scoring this year. We will share the feedback we get from Housing Innovations at the July General Meeting. The TX BoS CoC was 12 points away from receiving bonus funding in FY 2017. The SPMs will only continue to be more heavily weighted in competition every year, so THN will continue emphasizing data and data quality. Regardless of your funding source, your HMIS data is making an impact on the CoC-wide SPMs. This reinforces what John Cooper was saying in today's community spotlight- we need to work together and think as a system. Accurate data will also help us have the information we need to identify gaps and help you figure out how to fill those gaps.

iii.   FY 2018- Competition is starting imminently! For new/renewal projects, the best thing you can do to prepare is review last year's

competition materials. There will be a few changes in the NOFA this year, but by and large the materials should not change too much.

    iv. Reminder for renewal projects: you should be reviewing your Annual Performance Reports (APRs) from May 2017-present, as that will likely be the reporting period we'll use for scoring. We will keep you apprised of when the Notice of Funding Availability (NOFA) is released.

b. Coordinated Entry (CE)

    i. Tiffany has just returned from vacation and is working to respond to the emails she has received during her absence. All CE systems are expected to be up and operating. If you have any questions, contact Tiffany at tiffany@thn.org

    ii. We are working on a CE reporting guide, which we hope to have out in the next week or two. Stay tuned!

c. HMIS

    i. The next HMIS webinar will be held on June 28 at 2 PM.

    ii. Data Quality reports should have been corrected and completed by now. Please always respond to HMIS emails as soon as possible so the HMIS team members don't have to track you down to follow up. Your accurate data is critical not only to maintaining funding, but also to helping to understand how to make homelessness rare, brief, and non-recurring.

d. System Performance Measures (SPMs)- Presentation by Kristin Zakoor

    i. SPMs were submitted to HUD on time 2 weeks ago. We appreciate everyone who helped by making corrections to help us get the report submitted on time!

    ii. 10/1/2016 - 9/30/2017 was the date range for the SPMs submitted for FY 2017.

    iii. We have improved in many areas, but we still have some measures that need work.

    iv. Measure 1: Length of Time Homeless decrease by 2%, to 57 days. This measures the time from when a person is identified by a project until they move in to housing. We want to see decreases in this time; the closer to 30 days we can get, the better!

        1. The best way to improve the measure through data entry is to make sure that clients are exited from projects in a timely manner (within 1-3 days of the client exiting), especially from shelters. It is also important to have high accuracy in exit destination category: "Don't know", "refused", "other" and "missing" should be avoided if at all possible! It is also important to record accurate household composition in HMIS so that changes in status are attached to the entire family, not only the head of household. Make sure entry dates don't

precede the actual start date of the program. In RRH and PSH, ensure that you enter the housing move in date!

v. Measure 2: Returns to Homelessness decreased by 1%, which is the direction we want it to go! This measure helps us understand if those who exit to permanent housing (PH) are returning to homelessness. This measure looks back on the prior 2 years before the reporting period, so it's a good idea to make sure your historical data is accurate, as well. If you see that returns to homelessness have increased, some questions you can ask yourself are, "Did we choose the right housing intervention to meet this person's needs?" "Do we need more supportive services?" "What's happening in the rental market?" "Do we need to bring more community members on board to help with sustainability?"

   1. Entries and exits should be entered into HMIS timely to help avoid inaccurate and/or inconsistent data. This measure pulls from the client's last exit to PH, so documenting exits well is critical. It's a good idea to "dig deeper" when clients exit to ensure projects have a good understanding of where the client is truly going, especially when they exit emergency shelter. Avoid the "other" option for exits!

   2. We have also seen many people return to the same homeless assistance program in a short amount of time. This usually happens when the project exits a client before they have gained stability. If a client does return to the project within 30 days, we recommend that you re-open the client's enrollment rather than create a new enrollment.

vi. Measure 3: The total number of homeless persons has increased by 18% when we consider PIT data, but has decreased 10% when we consider HMIS data. This measure pulls from PIT data and HMIS annual count data. The goal is to make sure the number of individuals experiencing homelessness decreases year over year.

   1. There is not much we can do about the increase pulled from the PIT, but we can do something about the annual count pulled from HMIS! It helps to search for existing clients before creating new clients in the system so that we minimize duplicate clients. It is also important to enroll in shelter only those clients who stay the night, and not just those clients that stop in for day services.

vii. Measure 4: Income Growth has decreased by 10%. This measure considers only CoC Program-funded projects. The goal is to increase the number of households that increase their income from any source (from employment or from benefits).

1. Identify whether clients have income upon entry and at annual assessment, and exit and enter the data into HMIS. If clients do not have income, help them get benefits, cash or non-cash, to help with both this measure and the client's ability to live as independently as possible. Missing annual and exit assessments have a huge impact on this measure, so please make sure you update them on time!

2. Date of birth accuracy is also important so that we can ensure that only adults get pulled into this measure.

viii. Measure 5: The rate of those who became homeless for the first time increased by 11%. Our desired outcome is to have this number decrease. This measure pulls from those entering a project who have not been in HMIS in the prior 2 years. There is not much we can do to correct this in HMIS.

ix. Measure 7: Successful placements into permanent housing increased by 5%. Increases in this measure help us know how well we're doing in actually ending homelessness by placing participants into permanent housing. Make sure to complete participants' annual assessments in HMIS.

x. There will be more robust materials available soon on how to run SPM reports locally and how to read the reports. We can also help you learn to run supplemental reports to help further understanding.

IV. **Announcements**

a. RRH Learning Collaborative Series- Partnership between THN and CSH, a technical assistance provider paid by HUD to assist the CoC. MANDATORY for CoC Program-funded RRH recipients and open only to those projects.
    i. Kick off will be a Landlord Engagement webinar on June 14th
    ii. Landlord Engagement Follow-Up, June 28th

b. CoC Program Technical Assistance Webinar Series, "Critical Compliance: Rent Reasonableness, FMR, Calculating Gross Rent, Participant Rent Calculations, Annual Assessments, & Capturing Time to Housing," June 21st
    i. MANDATORY for all CoC Program-funded Projects, but anyone is welcome to join us.

c. LGBTQ/equal access needs assessment for Emergency Shelters
    i. Presented by Samantha, our summer social work intern. Following this call, you'll receive a link to a survey regarding the needs of shelters for training on Equal Access and serving people who identify as LGBTQ. If you have questions or concerns, please reach out to Samantha at samantha@thn.org.

d. Additional HUD-VASH Vouchers available: https://www.hud.gov/sites/dfiles/PIH/documents/pih2018-07.pdf

    e. HUD NOFA for $100 million available to PHAs for housing vouchers (tenant or project based) for community-based housing for non-elderly persons (households) with disabilities
- i. [Supporting Collaborations between Navigators, Connectors, Assisters, and Local Disability Affinity Organizations](#) by the National Disability Navigator Resource Collaborative
- ii. [2017 Mainstream Voucher Program Webinar Slides](#) given by TAC and NAEH.
- iii. [Encouraging Partnerships under PHA Voucher Programs One-Pager](#) by CSH.

    f. HUD NOFA for $300 million available to PHAs for housing vouchers (tenant or project based) for families with child welfare involvement due to unstable housing and for youth between 18 and 24 years of age who have involvement with the foster care program.

    g. TDHCA Roundtables on Homeless Program rules [Emergency Solutions Grant (ESG Program and the Ending Homelessness (EH) Fund] https://www.tdhca.state.tx.us/events/index.jsp?eventTypeID=all&showNum=40.

    h. Texas Conference on Ending Homelessness, in Austin, Sept. 26-28 https://www.thn.org/statewide/annual-conference/

    i. THN's Priority Projects Coordinator, Caitlin Bayer, will be leaving THN for Community Solutions. She will be around part-time during the summer to assist with the CoC Program competition. Thank you for your service, Caitlin!

V. Resources

    a. June 27 2018 1:30pm [Domestic Violence Housing First (DVHF) & Rapid Re-Housing RRH (RRH) Webinar](#)

Next Meeting – Wednesday, July 11, 2:00 P.M., via webinar. The main topic will be the CoC Program competition.

Meeting adjourned at 3:56 PM.

Link to webinar recording: https://thn.adobeconnect.com/ph5gol1k4laj/

Name	Company Name	City	County
Norma Longoria	Family Criisis Center	Harlingen	Cameron
Annie Erickson	Endeavors	San Antonio	Bexar
Tiffany Ross	Community Action Committee of Victoria, Texas	Victoria	Victoria
Lexi Mercier	THN	Abilene	Taylor
Beth Rolingson	Advocacy Outreach	Elgin	Bastrop
Tommy Lee Martinez	Loaves and Fishes	Harlingen	Cameron
Jaime Arizpe	WestCare Next Step	Laredo	Webb
Stephanie Adams	Christian Community Action	Lewisville	Denton
Rebecca Bromley	Neighborhood Development Corp.	Orange	Orange
Chesley Knowles	Sabine Valley Regional MHMR Center dba Community Healthcore	Longview	Texas
Michelle Huff	Journey Towards Wholeness	ROWLETT	Rockwall
Anne Spanyers	Advocacy Outreach	Elgin	Bastrop
Zee Carroll	City of Texarkana,Tx	Texarkana	Bowie
Marsha Wilson Rappaport	The Children's Center, Inc.	Galveston	Texas
Delilah Oates	Career and Recovery Resources, Inc.	Houston	Harris
Daisy Lopez	Friendship of Women, Inc.	Brownsville	Cameron
Ted Henderson	CitySquare Paris	PARIS	Lamar
Connie Sherman	Randy Sams'	Texarkana	Bowie
Jo Patillo	City of Beaumont	Beaumont	Jefferson
Laura Zavala	Loaves & Fishes RGV, Inc	Harlingen	Cameron
Katherine Gonzales	United Way of Denton County	Denton	Denton
Ginny Stafford	Mid-Coast Family Services	Victoria	Victoria
Alaina Marcum	Mission Texarkana	Texarkana	Bowie
John Meier	West Central Texas Regional Foundation	Abilene	Taylor
Susy Venegas	South Texas Development Council	Laredo	Webb
Melissa Juarez	Corpus Christi Hope House	Corpus Christi	Nueces
Anna Rodriguez	Catholic Charities RGV	Brownsville	Cameron
DEBRA WASHINGTON	The Children's Center, Inc.	GALVESTON	Galveston
Melody Trevino	Interfaith Ministries	Denton	Denton
Samuel Anzaldua	Bownsville Literacy Center	Brownsville	Cameron
Sherry Murphy	Bastrop Co. Women's Shelter, dba Family Crisis Center	Bastrop	Bastrop
Mercedes Cardenas	Gulf Coast Homeless Coaltion	Galveston	Galveston
DeJernel Adams	Triangle Area network	Beaumont	jefferson

Sabrina Lang	Community Healthcore	Longview	Gregg
susan grantham	SAFE-T Crisis Center	Mt. Pleasant	Titus
Vicki Smith	Community Action Committee of Victoria, Texas	Victoria	Victoria
Naomi Reynolds	@VETFAMILIES	Dallas	Dallas
Ebby Green	Taylor Housing Authority	Taylor	Williamson
Michaelle Wormly	WOMANINC	Houston	Harris
Taylor Cameron	Denton County Friends of the Family	Denton	Denton
Jordan McCarty	Denton County	Denton	Denton
Jesus Hernandez	The Salvation Army of The Coastal Bend	Corpus Christi	Nueces
Ryan Shriver	SAFE-T	Mt Pleasant	Titus
PK Moore	Some Other Place/Henry's Place	Beaumont	Jefferson
Jennifer Laurent	Randy Sams' Outreach Shelter	Texarkana	Bowie
tiffany Flores	The Salvation Army	Corpus Christi	Nueces
Jo Mendoza	Friendship of Women, Inc.	Brownsville	Cameron
Hope Nordon	Giving Hope, Inc.	Denton	Denton
Danny Coca	Hidalgo County	Edinburg	Hidalgo
Mary Jones	Denton County homeless coalition	Dnton	Denton
Rosaura Hernandez	Endeavors	McAllen	Hidalgo
Isael Vanegas	USVETS-Houston	Houston	Harris
Mercado Mercado	Bastrop Independent School District	Bastrop	Bastrop
Kaylon Massey	Community Action Committee of Victoria, Tx	Victoria	Victoria
Elaine Brandon	Connections Ind & Fam Ser, Inc	New Braunfels	Comal
Melissa Gutierrez	Loaves & Fishes of the Rio Grande Valley, Inc.	Harlingen	Cameron
Ricardo Hinojosa	WestCare Next Step	Laredo	Webb
Debra Huffman	Neighborhood Development Corp	Orange	Orange
Amber Rosales	Salvation Army	Corpus Christi	Nueces
Lisa Griffin	Mid-Coast Family Services	Victoria	Victoria
Tammie Porter	City of Longview Housing Authority	Longview	Gregg
Olga Montes de Oca	Friendhsip of Women, Inc.	Brownsville	Cameron
Ginny Reinhardt	The Salvation Army	Tyler	Smith
Bertha Ramirez	Ozanam Center	Brownsville	Cameron
Damian Clark	Advocacy Outreach	Elgin	Bastrop
Erika Thomas	Odessa Links	Odessa	Ector
Virginia Ortiz	The Salvation Army	Corpus Christi	Nueces

Cheteva Marshall	City of Longview	Longview	Gregg
Monica pena rasmussen	La Posada	san benito,texas	Cameron
John Cooper	Abilene Hope Haven, Inc.	Abilene	Taylor
Deanna Lowrey-Green	Combined Community Action	Giddings	Lee
Susan Clark	FaithWorks of Abilene, Inc.	Abilene	Taylor
Michelle Yates	La Posada Providencia	San Benito	Cameron
April Carl	Lamar County Homelessness Coalition	Paris	Lamar
Carol Racz	Texana	Rosenberg	Fort Bend
Adrienne Arthur	City of Longview Housing Authority	Longview	Gregg
Lauren Jones	Bastrop County Women's Shelter, dba Family Crisis Center	Bastrop	Bastrop
Adra Hallford	City of Texarkana, Texas	Texarkana	Bowie
Stephanie Jerez-Rodriguez	Giving Hope, Inc	Denton	Denton
David Peters	East Texas Sheltering Arms Coalition	Jacksonville	Cherokee

TDHCA Roundtables on ESG and EH Fund

Information from TDHCA email May 30, 2018

The Texas Department of Housing and Community Affairs ("TDHCA") announces a series of roundtables to discuss potential rule changes to the Emergency Solutions Grants ("ESG") Program and a new proposed rule for the Ending Homelessness Fund ("EH Fund"). The EH Fund was created during the 85th Regular Legislative Session, per Tex. Gov't Code 502.415, to provide grant funding to counties and municipalities for the purpose of combating homelessness. The new proposed rule will outline the uses of the EH Fund. The ESG potential rule changes under discussion may include the application and award process, scoring criteria, performance benchmarks, and de-obligation and re-obligation process.

Homeless Programs Roundtables will be held at the following dates and locations, so please sign up in advance per the links below:

Dallas Homeless Programs Roundtable
Thursday, June 14, 2018
1:30 p.m. Dallas local time
United Way of Metro Dallas
1800 N. Lamar St.
Citigroup Room (Fifth Floor)
Dallas, TX 75202
Registration: https://www.eventbrite.com/e/dallas-homeless-programs-roundtable-tickets-46332365352

Houston Homeless Programs Roundtable
Monday, June 18, 2018
1:30 p.m. Houston local time
City of Houston Housing and Community Development Department
601 Sawyer St.
First Floor Conference Room
Houston, TX 77007
Registration: https://www.eventbrite.com/e/houston-homeless-programs-roundtable-tickets-46568711269

Austin Homeless Programs Roundtable
Monday, June 25, 2018
10 a.m. Austin local time
Stephen F. Austin Building
1700 Congress Ave.
Room 170
Austin, TX 78701
Registration: https://www.eventbrite.com/e/austin-homeless-programs-roundtable-tickets-46569444462

Individuals who require auxiliary aids, services or sign language interpreters for this hearing should contact Naomi Cantu at 512-475-3975 or Relay Texas at 800-735-2989 at least three days before the hearing so that appropriate arrangements can be made.

Non-English speaking individuals who require interpreters for the public hearing should contact by phone at 512-475-1391 or by email at jennifer.guzman@tdhca.state.tx.us at least three days before the hearing so that appropriate arrangements can be made.

Personas que hablan espanol y requieren un interprete, favor de llamar a Jennifer Guzman al siguiente numero 512-475-1391 o enviarle un correo electronico a jennifer.guzman@tdhca.state.tx.us por lo menos tres dias antes de la junta para hacer los preparativos apropiados.

If you have any questions about the roundtables, please contact TDHCA Coordinator for Homeless Programs and Policy Naomi Cantu at naomi.cantu@tdhca.state.tx.us or 512-475-3975.

Measure 1: Length of Time Persons Stay in Shelters, Safe Havens and Transitional Housing

Desired Outcome: ↓ Reduction in the average and median length of time persons remain homeless

Current Trend: ↓ a 2% decrease in Average Lengths of Stay in ES, SH, or TH/ ↑ a 5% increase in Med

↑ a 39% increase in Average Lengths of Stay in ES, SH, TH & PH/ ↑ a 30% increase in Median Length o

1a	Universe (Persons)				1.1 Average Length		
	FY 2016	FY 2017	# Change	% Change	FY 2016	FY 2017	# Change
Persons in **ES or SH**	7,924	8,356	432	5%	39	42	3
Persons in **ES, SH, or TH**	8,930	9,402	472	5%	58	57	-1

1b	Universe (Persons)				1.1 Average Lengths of St		
	FY 2016	FY 2017	# Change	% Change	FY 2016	FY 2017	# Change
Persons in **ES, SH, & PSH**	7,636	9,292	1,656	22%	86	137	51
Persons in **ES, SH, TH & PH**	8,979	10,327	1,348	15%	106	147	41

Observations:

• Overall increases for the average and median length of time a person remains homeless. The only decrease was

• FY 17, 1b has a change in the formula and now looks at data element 3.917 (living sitiation) instead of 3.17 from

ian Length of Stay for persons in ES, SH, or TH

f Stay for persons in ES, SH, TH & PH

s of Stay			1.2 Median Lengths of Stay				
% Change	Direction	FY 2016	FY 2017	# Change	Change	Direction
8%	↑	14	16	2	14%	↑
-2%	↓	19	20	1	5%	↑

ay (bed nights)			1.2 Median Lengths of Stay (bed nights)				
% Change	Direction	FY 2016	FY 2017	# Change	Change	Direction
59%	↑	22	34	12	55%	↑
39%	↑	30	39	9	30%	↑

s for avg length of stay for 1a1 ES, SH, TH by 2%

n FY 16. The increase in overall % is due to this change.